

## CASUAL TASK LIST

<b>ROLE:</b>	General Assistant		
<b>NORMAL LOCATION:</b>	Lee Valley VeloPark		
<b>CRB REQUIREMENT:</b>	Yes	<b>CRB LEVEL:</b>	Basic

<b>DRIVER'S LICENCE &amp; BUSINESS USE INSURANCE REQUIREMENTS:</b>	None		
<b>CAR ALLOWANCE:</b>	Not applicable		
<b>QUALIFICATIONS:</b>	GCSE qualifications or equivalent in Maths and English at Grade C or above		

<b>REPORTING TO:</b>	Duty Managers		
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<b>POLITICALLY RESTRICTED POSTS:</b>	No		
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### PURPOSE OF ROLE

To use skills and knowledge to provide ad hoc and occasional cover and support in the event that usual staffing cover fall short.

### KEY TASKS

When booked to work a shift at the above facility, whilst this is not an exhaustive list, below is an outline of the task that you may be expected to undertake according to the facilities NOP:

- Answering enquiries from customers in person, by telephone and by e-mail
- Booking courts to customers in person or over the phone
- Distributing external and internal mail
- Filing receipts, membership cards and various forms
- Booking classes and courses in person or over the phone
- Creating and updating memberships using Clarity
- Money handling and cashing up
- Keeping the Reception and Front of House area clean and tidy
- Working with our online till and course systems
- To assist the Duty Managers with their administrative duties
- Other reasonable requests made by the Duty Manager and Venue Management team
- Carry out all tasks with regard to relevant legislation and the Authority's Normal Operating Procedures (NOPs) including:-

- Providing a safe workplace
- The Authority's Standing Orders and Financial Regulations
- Applying the Authority's equality and diversity principles
- The Authority's Environmental protocols and related policies

**KEY CONTACTS**

INTERNAL CONTACTS / PURPOSE	EXTERNAL CONTACTS / PURPOSE
<ul style="list-style-type: none"> <li>• Venue Management team or someone nominated on their behalf as direct supervisor for guidance and instruction.</li> <li>• Other VeloPark Centre employees as colleagues.</li> <li>• Other staff at Head Office and other sites as colleagues</li> </ul>	<ul style="list-style-type: none"> <li>• Customers and stakeholders</li> </ul>

## CASUAL WORKER REQUIREMENTS

<b>JOB TITLE:</b>	General Assistant
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### ESSENTIAL SKILLS & KNOWLEDGE

In order to be an effective in these tasks when offered casual work you would need to be able to demonstrate that you are:

- Literate at GCSE qualification level C or equivalent in experience and/or qualification in order to follow procedures and keep accurate stocks.
- Numerate at GCSE qualification level C or equivalent in experience and/or qualification in order to carry out cash handling duties.
- Effective in facing customers and/or providing customer services, able to deal with varied customer demands, including their emotional demands of others, have the ability to establish rapport easily, handle disagreement conclusively and to reach positive resolutions to issues.
- Effective team worker.
- Able to work in an environment guided by instructions, regulations and procedures.
- Able to perform repetitive tasks with accuracy.
- Able to work independently and unsupervised for several hours at a time
- Knowledgeable of equipment and machinery related to catering and food preparation.
- Able to identify, analyse and solve varied problems and develop solutions in cooperation with others
- Able to organise your own work on the basis of instructions.

### Desirable Experience

In addition to the above essential requirements, if you are able to demonstrate any of the following this will be advantageous when working casually:

- Experience of working in a leisure environment.
- Proven experience or working in a multi-cultural or multi-ethnic environment.
- Experience of working in a large public sector organisation.